

Legislative Phone Services

Frequently Asked Questions

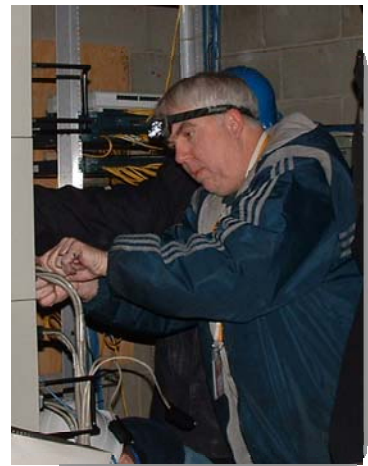
Background: The Iowa Communications Network (ICN) is the local exchange carrier for the Capitol Complex and state agency offices located in the Des Moines metropolitan area. ICN is in the process of replacing the phone system (a six year project – subject to appropriations funding). As a part of the staggered update, some agencies may have not had their entire system replaced at one time, depending upon their location(s). Thus, employees within the same department may have different phones and features. Just prior to the 2008 legislative session, the Unified Messaging (UM) feature was installed for the users within the House of Representatives. This feature allows Representatives to access their phone messages through their e-mail account.

Q. Have all of the updates to the phones in the Legislative Branch agencies been made?

A. The last Legislative Agency to receive the updates is the Ombudsman's Office which is scheduled to be completed within the next month.

Q. Why weren't some Representatives able to access their voice mail services during the first week of this session?

A. Forty-one phones were affected with the movement of desk assignments. ICN was asked to have the phones up and running within a couple of hours of these new desk assignments. Currently, the House of Representatives is the only customer utilizing the UM feature within the voice mail service that ICN offers. UM consists of two parts, one maintained by LSA and the other the ICN. The ICN staff has not gained much experience servicing the UM feature. The short time frame and lack of service experience with this feature caused an oversight on the coordination of the e-mail and phone synchronization. The resolution for the problems experienced resulted in all 41 phones involved going to the default setting which required those Representatives affected to reset their voice mail messages and passwords.



Q. Is the UM service too complicated for the short term (four months) usage by fairly non-technical users?

A. No, the service actually is seamless to use for non-technical persons. This problem was a logistics error and not a feature error by users. In fact, the Representatives have voiced positive comments about this service.

Q. What steps has ICN staff taken to ensure a smoother transition of desk phone services in the future?

A. The documentation of better processes should help avoid any similar service problems when next year's session begins.

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